

TYAD WILL PROVIDE SPECIAL FABRICATION SUPPORT ON A CASE-BY-CASE BASIS. WE WILL QUOTE COST AND SCHEDULE ON AN APPROVED NATIONAL STOCK NUMBER, DRAWING, TASK ORDER MEMORANDUM OF UNDERSTANDING (MOU), MEMORANDUM OF AGREEMENT (MOA), AND STATEMENT OF WORK (SOW). PRELIMINARY DISCUSSIONS WITH RESPECT TO REQUEST FOR ESTIMATES AND/OR DEPOT INTEREST IN FABRICATION PROJECTS ARE ENCOURAGED.

ALL REQUESTS FOR SPECIAL FABRICATION SUPPORT SHOULD BE COORDINATED WITH THE DIRECTOR FOR PRODUCTION MANAGEMENT, MANUFACTURING SCHEDULING DIVISION AT TYAD. THE POINT OF CONTACT FOR THIS ACTION IS:

MANUFACTURING SCHEDULING DIVISION
COMM: (570) 895-6197
DISN: 795-6197

ALL COST ESTIMATE REQUESTS ARE ROUTED THROUGH THE DIRECTORATE OF PRODUCTION MANAGEMENT WHO WILL COORDINATE THROUGH THE APPLICABLE TYAD ELEMENTS.

COST ESTIMATES WILL BE DEVELOPED AND COORDINATED BY THE TYAD, DIRECTORATE OF PRODUCTION MANAGEMENT. IN THOSE CASES WHERE DISTRIBUTION SUPPLY SUPPORT ACTIONS ARE REQUIRED, THE DEFENSE DISTRIBUTION DEPOT-TOBYHANNA (DDTP) HAS THE RESPONSIBILITY. COST ESTIMATES FOR THE DEPOT WILL NOT BE RELEASED UNLESS THEY ARE COORDINATED WITH ALL DEPOT ACTIVITIES AND VALIDATED BY THE DIRECTORATE OF RESOURCE MANAGEMENT.

WHEN AN SOW HAS BEEN DEVELOPED DEFINING THE SCOPE OF WORK, THE CUSTOMER WILL SUBMIT A DD FORM 448 OR AN AMC FORM 1095, AS APPLICABLE. IF YOU HAVE FINANCIAL QUESTIONS YOU MAY CONTACT THE LCMC RESOURCE MANAGEMENT ORGANIZATION OR C-E LCMC RESOURCE MANAGEMENT AT DISN 992-2432 OR DISN 992-3743.

OTHER SERVICES SHOULD SEND REQUESTS THROUGH C-E LCMC:

CDR USA C-E LCMC
ATTN: AMSEL-LC-LEO-P
BLDG 1202 EAST 2 FLOOR
FT MONMOUTH, NJ 07703

SPECIFIC REQUESTS FOR COST ESTIMATE AND FUNDING REQUIREMENTS FOR SUPPLY ACTIONS CAN BE SENT DIRECTLY TO DDTP. THE DDTP OFFICE IS:

COMMANDER
DEFENSE DISTRIBUTION DEPOT-TOBYHANNA
ATTN: DDTP-D
11 HAP ARNOLD BOULEVARD
TOBYHANNA, PA 18466-5092

COMM: (570) 895-7976
DISN: 795-7976
DISN FAX: 795-7042

IF YOU HAVE ANY QUESTIONS ABOUT DOING BUSINESS WITH TYAD, OR IF YOU HAVE ANY PROBLEMS AS YOU READ THROUGH OUR CUSTOMER ORDER PROCESS, PLEASE CALL THE BUSINESS MANAGEMENT DIRECTORATE, CUSTOMER SERVICE DESK.

THE PHONE NUMBERS ARE:

COMM: (877) 275-8629
DISN: 795-8629

THE E-MAIL ADDRESS IS:

ASK-TOBY@TOBYHANNA.ARMY.MIL

THE MAIL ADDRESS IS:

COMMANDER
TOBYHANNA ARMY DEPOT
ATTN: AMSEL-BU
11 HAP ARNOLD BOULEVARD
TOBYHANNA, PA 18466-5051

WWW.TOBYHANNA.ARMY.MIL



CUSTOMER ORDER PROCESS
FOR A DEFENSE WORKING
CAPITAL FUND ACTIVITY



TOBYHANNA ARMY DEPOT (TYAD) IS A DEFENSE WORKING CAPITAL FUND (DWCF) ACTIVITY. THIS MEANS THAT WE ESTABLISH A BUYER-SELLER RELATIONSHIP WITH OUR CUSTOMERS TO SUPPORT THE GOODS AND SERVICES WHICH THEY REQUEST. OUR CUSTOMERS INCLUDE AGENCIES OF THE DEPARTMENT OF DEFENSE (DoD) AS WELL AS MANY OTHER GOVERNMENTAL AGENCIES AND FOREIGN MILITARY CUSTOMERS.

WHEN A COMMAND, AGENCY, INSTALLATION, OR ACTIVITY WISHES TO PROCURE OUR PRODUCTS OR SERVICES, IT WILL SUBMIT A CUSTOMER ORDER. THE CUSTOMER ORDER MAY TAKE THE FORM OF A MILITARY INTERDEPARTMENTAL PURCHASE REQUEST (MIPR) DD FORM 448 OR A PROCUREMENT WORK DIRECTIVE (PWD) AMC FORM 1095.

AGENCIES WITHIN THE ARMY MATERIEL COMMAND (AMC) CHAIN OF COMMAND UTILIZE A DD FORM 448. INFORMATION RELATED TO THE DD FORM 448 MAY BE FOUND IN ARMY REGULATION 37-1, CHAPTER 17, "REIMBURSABLE ORDERS". CUSTOMERS SHOULD FORWARD THEIR CUSTOMER ORDERS THROUGH THEIR LIFE CYCLE MANAGEMENT COMMAND (LCMC), DEPOT MAINTENANCE WORKLOADING ORGANIZATION. ARMY CUSTOMERS WHICH ARE NOT WITHIN THE AMC CHAIN SHOULD SEND CUSTOMER ORDERS THROUGH THE U.S. ARMY COMMUNICATIONS-ELECTRONICS LIFE CYCLE MANAGEMENT COMMAND (C-E LCMC).

MAJOR END ITEMS:

CDR USA C-E LCMC
ATTN: AMSEL-LC-LEOP-MM
BLDG 1202 EAST 2 FLOOR
FT MONMOUTH, NJ 07703

SECONDARY ITEMS:

CDR USA C-E LCMC
ATTN: AMSEL-LC-LEOP-PAM
BLDG 1202 EAST 2 FLOOR
FT MONMOUTH, NJ 07703

OTHER SERVICE AND NON-DoD CUSTOMERS SHOULD FORWARD A DEPOT MAINTENANCE INTERSERVICE SUPPORT AGREEMENT (DMISA) THAT IDENTIFIES REQUIREMENTS, REQUEST

FOR PROCUREMENT, AND THE TIMEFRAME CAN BE DOCUMENTED ON A MIPR, AMC FORM 1095, OR AIR FORCE (AF) FORM 185. THIS IS SUBMITTED DIRECTLY TO:

TOBYHANNA ARMY DEPOT
AMSEL-TY-RM-F
11 HAP ARNOLD BOULEVARD
TOBYHANNA, PA 18466-5092

COMM FAX NUMBER: 570-895-7341
DISN FAX NUMBER: 795-7341

A CUSTOMER ORDER MAY BE EITHER A PROJECT ORDER OR A SERVICE ORDER:

THE FOLLOWING CHARACTERIZES PROJECT ORDERS

- SAME AS COMMERCIAL CONTRACT TO THE CUSTOMER'S APPROPRIATION.
- EXTENDS BEYOND THE LIFE OF THE CUSTOMER'S APPROPRIATION.
- NORMALLY ISSUED FOR THE MANUFACTURING OR OVERHAUL OF A SPECIFIED NUMBER OF ITEMS WITHIN A SPECIFIC TIME FRAME FOR A SPECIFIC PRICE.

THE FOLLOWING CHARACTERIZES SERVICE ORDERS

- CUSTOMER ORDERS NOT MEETING THE PROJECT ORDER CRITERIA ARE CALLED SERVICE ORDERS.
- SERVICE ORDERS EXPIRE CONCURRENTLY WITH THE CURRENT YEAR APPROPRIATION CITED THEREIN AND THEREFORE TERMINATE AT YEAR-END.
- GENERALLY LIMITED TO SERVICE REQUIRED IN THE CURRENT FISCAL YEAR.

CUSTOMER ORDERS MAY BE DESIGNATED AS FIXED PRICE, FIXED RATE, OR COST REIMBURSABLE. FIXED PRICE CUSTOMER ORDERS REFER TO A FIXED PRICE PER ITEM; FIXED RATES REFER TO A FIXED PRICE PER DIRECT LABOR HOUR, AND COST REIMBURSABLE REFERS TO THE CUSTOMER'S RESPONSIBILITY TO REIMBURSE TYAD FOR AMOUNT OF ACTUAL COSTS INCURRED.

FIXED PRICED PRICING IS CHARACTERIZED AS FOLLOWS

- PROJECT OR SERVICE ORDER.
- WORK IS CONSISTENT AND SUPPORTED BY DEPOT MAINTENANCE WORK REQUIREMENTS (DMWR) OR OTHER TECHNICAL DESCRIPTIONS THAT DEFINE PRESCRIBED STANDARDS OF WORK.
- 2 YEARS OF HISTORICAL EXPERIENCE IS AVAILABLE.
- ESTABLISHED ON AN END ITEM OR WORKLOAD UNIT BASIS. REMAINS FIXED THROUGHOUT THE LIFE OF THE ORDER.

FIXED RATE IS CHARACTERIZED AS FOLLOWS

- PROJECT OR SERVICE ORDER.
- APPLICABLE TO WORKLOAD WHICH DOES NOT HAVE A DEFINITIVE SCOPE OF WORK, SUFFICIENT HISTORICAL COST DATA, OR REQUIREMENTS THAT ARE NOT IDENTIFIED PRIOR TO THE DWCF BUDGET PROCESS.
- ESTABLISHED ON A RATE PER DIRECT CIVILIAN LABOR HOUR.
- THE RATE WILL INCLUDE ALL FUNDED COSTS: DIRECT LABOR, DIRECT MATERIAL, DIRECT CONTRACTUAL, DIRECT OTHER, PRODUCTION OVERHEAD, AND GENERAL AND ADMINISTRATIVE OVERHEAD.

COST REIMBURSABLE IS CHARACTERIZED AS FOLLOWS

- PROJECT OR SERVICE ORDER.
- APPLICABLE TO WORKLOAD WHICH DOES NOT HAVE A DEFINITIVE SCOPE OF WORK, SUFFICIENT HISTORICAL COST DATA, OR REQUIREMENTS THAT ARE NOT IDENTIFIED PRIOR TO THE DWCF BUDGET PROCESS.
- ESTABLISHED AS A CEILING AMOUNT.
- THE VALUE WILL INCLUDE ALL FUNDED COSTS: DIRECT LABOR, DIRECT MATERIAL, DIRECT CONTRACTUAL, DIRECT OTHER, PRODUCTION OVERHEAD, AND GENERAL AND ADMINISTRATIVE OVERHEAD.
- RENEGOTIATIONS WILL TAKE PLACE WHENEVER COST PERFORMANCE INDICATES THE NEED FOR ADJUSTMENT UPWARD OR DOWNWARD.